

Figure 2

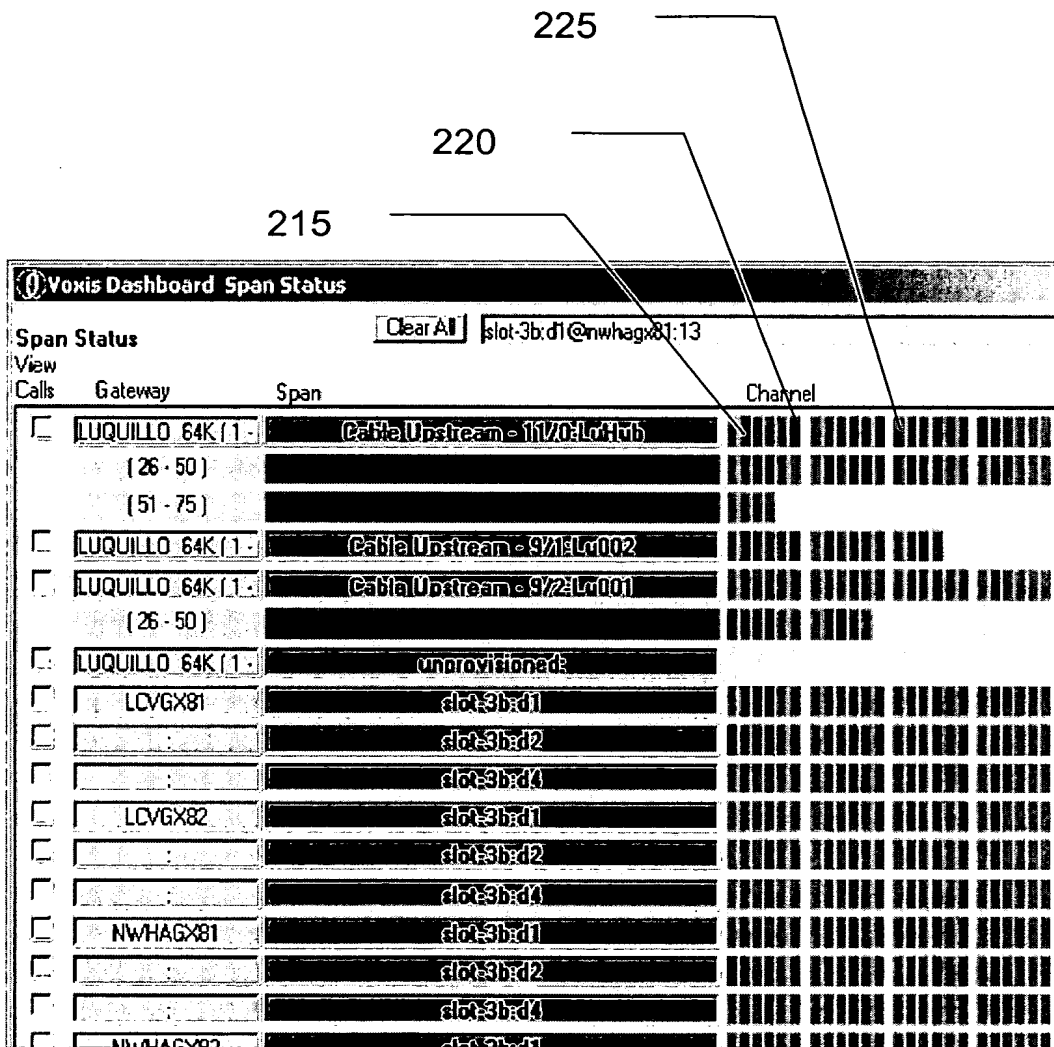
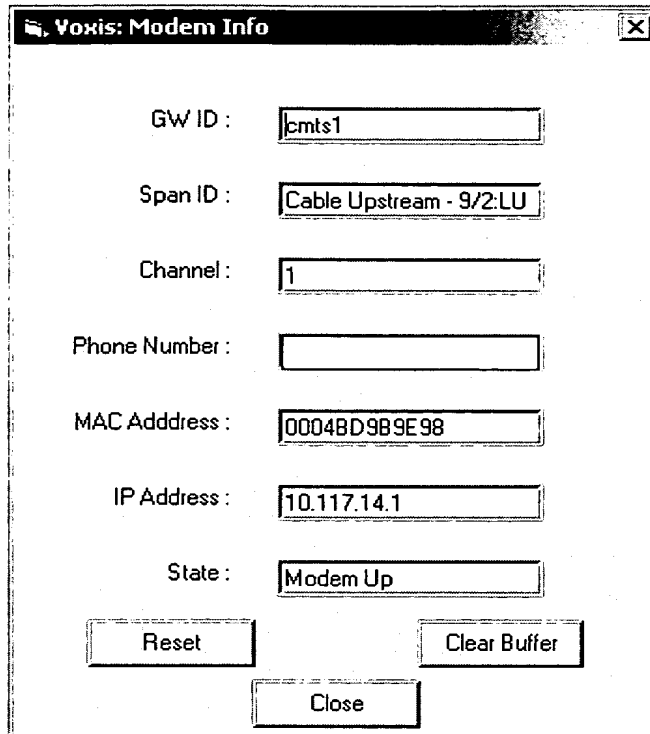


Figure 3

Figure 4

RTDB: Registration		
Account:		
Customer ID		
Balance:	\$0.00	Pin:
Group:		
sflags:	0	
status:	0	
First:		
Last:		
Company:		
Address 1:		
Address 2:		
City:		
State:		
Country:		
Zip:		
Phone:		
E-Mail:		
Source:		
Registration Date:	NA	
Last Update:	10/3/2002 11:00:19 AM	
Expiration Date:	NA	
Registration IP:		
Close		

Figure 5



The image shows a screenshot of a software window titled "Voxis: Modem Info". The window contains several text input fields and three buttons. The fields are labeled as follows:

- GW ID : [cmts1]
- Span ID : [Cable Upstream - 9/2:LU]
- Channel : [1]
- Phone Number : []
- MAC Address : [0004BD9B9E98]
- IP Address : [10.117.14.1]
- State : [Modem Up]

At the bottom of the window, there are three buttons: "Reset", "Clear Buffer", and "Close".

Figure 6

300

Answer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Answer ID 68	4003 - MINER: Short call detected on gateway
Company ADIR Miner	Issue 4003 - MINER: Short call detected on gateway <gateway ID>.
Category Alarms Miner	Description Severity: Major Description: This alarm occurs when short calls (less than a second) are detected on the gateway identified in the alarm message. A high percentage of short calls on a gateway could be an indication of a QoS problem. Resolution: Attempt to place a call through the gateway or test call performance in another way such as using the Dialer application. You may choose to use the Miner application to gather statistics to help identify the problem areas on the gateway.
Date Created 07/21/2002 08:22 AM	How well did this answer your question? <input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 25% <input type="radio"/> 0% <input type="button" value="Submit Rating"/>
Date Updated 08/27/2002 11:07 AM	Related Answers <ul style="list-style-type: none">• 4001 - MINER: crossed the threshold• 3103 - VOXIS: Lost contact with host• 2203 - VOXIS: Invalid transaction• 2201 - VOXIS: Invalid GW name detected• 1103 - VOXIS: Reestablished contact with host• More related answers...
Access Level Cable-Help	<input type="button" value="Close Window"/>
Version 2.0	
Severity 2 - operations effecting	

Figure 7

Telephony Management System	
Question:	Why is router running slowly
Description: This router can run slowly for a number of reasons, including having to process too many temporary files, the routing rules are too complex, and the system idle process is stuck.	
Possible resolution #1: Edit the routing rules to reduce their complexity. This will increase the speed of routing decisions and free CPU time for other processes.	
Resolved problem:	<input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <input type="button" value="Submit"/>
Possible resolution #2: Clear the temporary file folder of all files older than 2 days to reduce the amount of processing that is performed.	
Resolved problem:	<input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <input type="button" value="Submit"/>
Possible resolution #3: Mark the equipment as not accepting new calls. When all calls on this equipment have terminated, then remotely power cycle the equipment.	
Resolved problem:	<input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <input type="button" value="Submit"/>

Figure 8a

Telephony Management System	
Question:	<div>Why is router running slowly</div>
Description: This router can run slowly for a number of reasons, including having to process too many temporary files, the routing rules are too complex, and the system idle process is stuck.	
Possible resolution #1: Clear the temporary file folder of all files older than 2 days to reduce the amount of processing that is performed.	
Resolved problem:	<div><input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <input type="button" value="Submit"/></div>
Possible resolution #2: Edit the routing rules to reduce their complexity. This will increase the speed of routing decisions and free CPU time for other processes.	
Resolved problem:	<div><input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <input type="button" value="Submit"/></div>
Possible resolution #3: Mark the equipment as not accepting new calls. When all calls on this equipment have terminated, then remotely power cycle the equipment.	
Resolved problem:	<div><input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <input type="button" value="Submit"/></div>

Figure 8b

Telephony Management System
Error type: 55 Equipment Type: SW 55 Company: Comp_1
Description: This equipment is reporting that a software upgrade is available from the equipment manufacturer and that the severity of the error to be corrected is high.
Possible resolution #1: To upgrade the equipment: <ol style="list-style-type: none">1. ftp the latest software from the manufacturer's web site to the equipment's root directory,2. Mark the equipment as "going off-line" so that no more calls are routed through it,3. After all calls have terminated that use this router, remotely power cycle the equipment.
Resolved problem: <input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <input type="button" value="Submit"/>

Figure 9

Telephony Management System
Error type: 55 Equipment Type: SW 55 Company: Comp_1 Equip ID: 0x1234
Description: This equipment is reporting that a software upgrade is available from the equipment manufacturer and that the severity of the error to be corrected is high.
Possible resolution #1: To upgrade the equipment: <ol style="list-style-type: none">1. ftp the latest software from the manufacturer's web site to the equipment's root directory,2. Mark the equipment as "going off-line" so that no more calls are routed through it,3. After all calls have terminated that use this router, remotely power cycle the equipment. <div>Run script</div>
Resolved problem: <input type="radio"/> 100% <input type="radio"/> 75% <input type="radio"/> 50% <input type="radio"/> 0 <div>Submit</div>

Figure 10

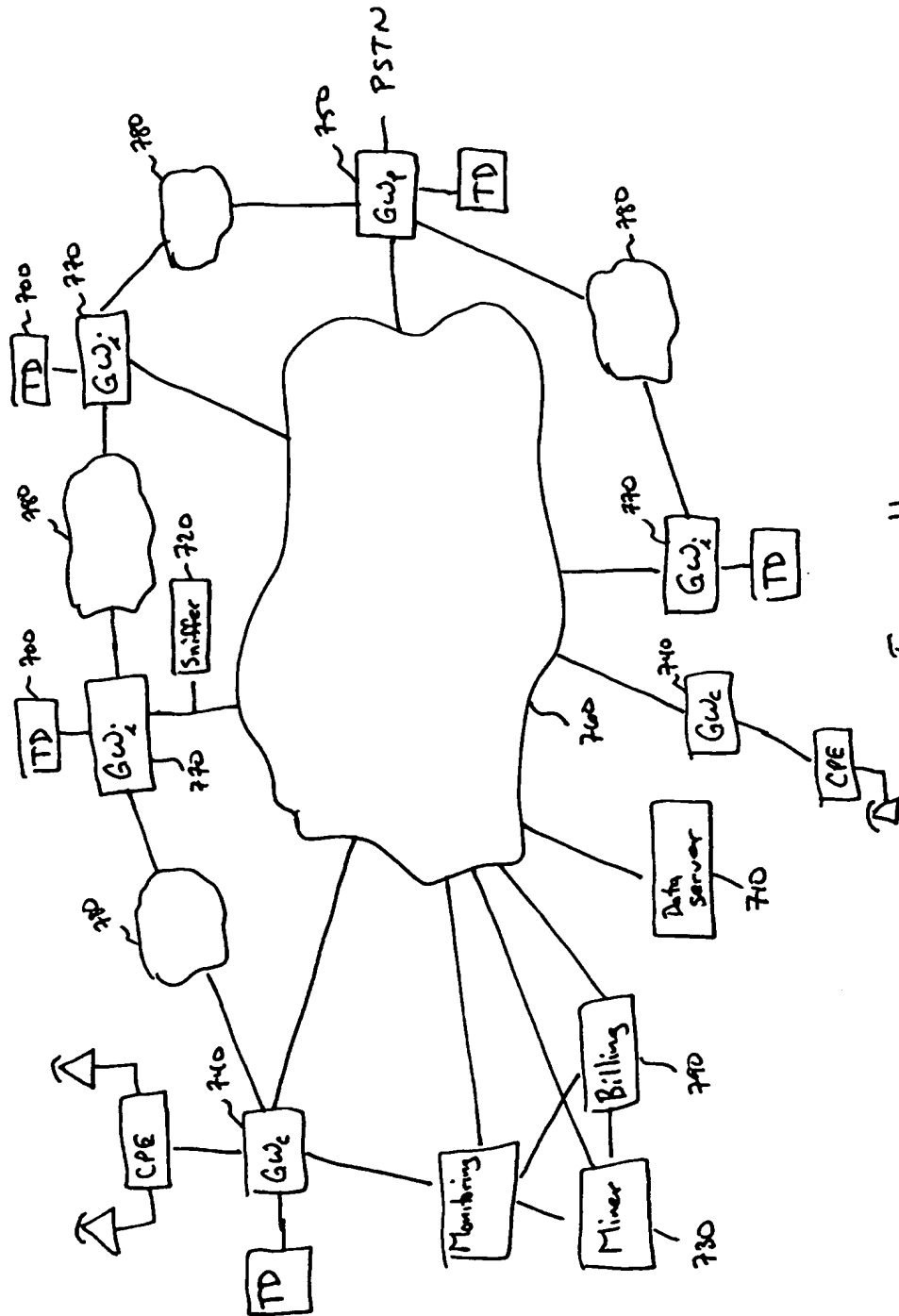


Figure 11